



Issue Resolution (IR) Process Workgroup
Minutes
October 27, 2011

Present:

Marina Augusto, DMH Office of Multicultural Services
Molly Brassil, CMHDA
Stacie Hiramoto, REMDCO
Sherry Gauger, OAC
Cynthia Burt, DMH
Sean Tracy, DMH
Jess Cortez, DMH
Pat Ryan, CMHDA
Michelle Petterson,
Perry G. Joshua Two Feathers Tripp,

On the Phone:

Dan Souza, CMHDA

Agenda Items Changes:

Stacie asked that the meeting be put on the partners meeting for next week so that they can blast it out through Marissa.

General comments:

There was a long and multi-layered discussion regarding some of the historical, legal, legislative, process aspects of this workgroup's and previous workgroups' efforts to complete the issue resolution process. As a result, the group has decided to do some individual research regarding some of the outstanding questions and comments:

- Discussion regarding the initial draft of the Issue Resolution Paper submitted in August, 2011
- Language changes documented on the draft August paper
- DMH had agreed to sponsor a meeting about the process
- Where should the IR process go when DMH is gone in FY 12-13?
- Request for copy of what partners had from the 2009 attempt to develop a process
- Question regarding which statutes are cited the old IR recommended process
- Historically, CMHDA, OAC, Client Family Members (CFM) all had input on the issue resolution process and CMHDA will send document to their members and DMH will look at the previous recommendation

- REMDCO is polling counties as to their Issue Resolution Process and where it is identified on respective websites
- Comments from both of these efforts will be due November 15th
- The counties are looking for a complaint process to be completed at the local level
- CFM's are concerned about anonymity and retaliation and want a state oversight process
- The process needs to serve to improve communication
- Each process needs to be developed for Medi-Cal and MHSA issues
- Discussion as to whether issue filer has to exhaust county level administrative process first.
- How could state resolve issue if filer did not exhaust local level process?
- Suggestion to disseminate at the state level definition of what is an MHSA complaint/issue (CMHDA suggests there are five areas)
- Are Mental Health Boards and Commission empowered to handle issue?
- Will Background piece about IR and the review process be one document?
- What kind of enforcement will be in place for FY12-13
- Delineate what is currently in the county as enforcement versus what is being proposed (performance contract); is there adequate enforcement of the contract?

Next Meeting:

- TBD (After Thanksgiving holiday)